

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      100137

Date: 10/18/2011

Complaint Description:      08H Consolidation - In Favor  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bonnie

Ellis

Account Name:

Bonnie Ellis

Home: (000) 000-0000

Street:

email

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Contact Phone: Arizona Corporation Commission

Nature of Complaint:

Docket Nos.: SW-01303A-09-0343, W-01303A-09-0343, W-01303A-10-0448  
Docket No. W01303A-10-0448

DOCKETED

OCT 19 2011

DOCKETED BY

Mr. Pierce,

As a concerned Corte Bella resident I am writing to inform you that I am opposed to the deconsolidation of Anthem and Aqua Fria. It should be retained as one district.

If deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase by \$40.37 per month. This an annual increase of \$484.44 per household. The ACC needs to understand that Corte Bella residents cannot afford such a drastic increase in our monthly utility bills. We are on a fixed income and have not received a cost of living increase for years. Everything is increasing except our pensions! We cannot continue to absorb these types of increases in our living expenses.

Additionally, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W01303A-10-0448. This will increase the average water bill by \$25.13 per month. As stated above, we are on a fixed income and cannot continue to absorb these added expenses.

The ACC approved the current makeup of the Anthem/Agua Fria Wastewater District nearly ten (10) years ago. However, at the request of the Anthem residents the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District.

The ACC should not approve deconsolidation of the District under these circumstances.

Bonnie Ellis

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Corte Bella, AZ  
\*End of Complaint\*

Utilities' Response:

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Investigator's Comments and Disposition:

10/18  
Emailed to Phoenix for docketing.  
FILE CLOSED.  
\*End of Comments\*

Date Completed: 10/18/2011

Opinion No. 2011 - 100137

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Richard Martinez

Phone: ---

Fax: , ,

Priority: Respond Within Five Days

Opinion      No. 2011 - 100166

Date: 10/18/2011

Complaint Description:      08H Consolidation - In Favor  
   08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Bill & Wendy**      **Wallace**

Account Name:      Bill & Wendy Wallace

Home: (000) 000-0000

Street:      na

Work:

City:      Tucson

CBR:

State:      AZ      Zip: 85701

is:

Utility Company:      **Arizona - American Sewer Company**

Division:      sewer

Contact Name:

Contact Phone:

**Nature of Complaint:**

Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343  
Docket No. W-01303A-10-0448:

Dear Commissioners:

Thank you for your time in reading this email.

Per Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343:

I do not agree with the deconsolidation of Anthem and Agua Fria; it should be retained as one district. If deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase by \$40.37 a month - an annual increase of \$484.44 per household.

With an increase in water per month, our household would face a financial hardship. We are retired and on a fixed income, both pension and social security since there's been no COLA (cost of living allowance) for the past several years. We would have to delay major purchases as well as putting off repairs to our home such as painting the exterior.

Our health care premium increases yearly, our home insurance premium increases yearly, and our car insurance premium increases yearly. So, yes with an increase in (waste) water, our basic monthly water usage would have to be rationed more carefully.

We are considering selling our home because it has become increasingly more expensive to live in Cortebella. Our fear is that it may be difficult to sell our home not just because of the housing crisis but in addition to the higher cost of utilities. This makes it less of an incentive to home buyers. Basically, its a domino affect, less new home buyers and less water utility revenues for the water district because houses are sitting empty.

Per Docket No. W-01303A-10-0448:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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In addition to this case, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill by \$25.13 a month. Effectively, Cortebella residents will be hit with a double whammy, an increase in water usage and an increase in waste water treatment. How fair is that? Usually, in effective business processes, there would be a gradual or stepped plan for cost increase in rates over a number of years for customers to adjust. This type of monopolistic treatment is not right especially for a customer base that is middle aged and older with fixed incomes.

Thank you.

Bill & Wendy Wallace  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

10/18  
Emailed to the Phoenix office for docketing.  
FILE CLOSED.  
\*End of Comments\*

Date Completed: 10/18/2011

Opinion No. 2011 - 100166

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